



### Senior Friendly Care Quality Improvement Plan

October 18, 2018

sfCare recommendation	SFCSC Rating out of 4 stars	Quality Improvement Plan	Timeframes
Making strategic commitments	2 stars	<ul style="list-style-type: none"> <li>• Administrator to be assigned as lead responsible for senior friendly in our organization. Backup will be the Director of Nursing.</li> <li>• Senior friendly care will become a regular discussion at our Professional Advisory Committee.</li> <li>• Progress on senior friendly care will be posted on our Staff Education Board.</li> <li>• Seek to include senior friendly care in next strategic plan and add to quality improvement plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Q3 – 2018/19</li> <li>• Q4 – 2018/19</li> <li>• Q4 – 2018/19</li> <li>• 2021/22</li> </ul>
Establishing guiding documents (such as policies) that reflect equitable, person centred care	1 star	<ul style="list-style-type: none"> <li>• Adapt SFCSC's Client Service Standards to accommodate for senior friendly care.</li> <li>• Director of Nursing to review all admission information package materials to ensure wording is senior friendly in nature.</li> </ul>	<ul style="list-style-type: none"> <li>• 2019/20</li> <li>• Q2 2019/20</li> </ul>
Training staff	4 stars	<ul style="list-style-type: none"> <li>• The senior friendly care approach continues to be a topic at regular staff meetings. (With assistance of Surge Learning online Education)</li> <li>• All staff will be provided with training materials and the senior friendly care handouts, including at orientation.</li> <li>• All staff will receive training on Person Centred Language for use in resident charting, promotional materials and every day conversations.</li> </ul>	<ul style="list-style-type: none"> <li>• Q4 2018/19</li> <li>• 2019/2020</li> <li>• 2019/2020</li> </ul>

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Collaborating across sectors to create seamless transitions of care	4 stars	<ul style="list-style-type: none"> <li>• SFCSC approach will be used to continue collaboration by our Resident Care Team – i.e. medical professionals, seniors mental health, and the SE LHIN.</li> <li>• Implementation/Access to eConnect will facilitate seamless transitions of information regarding resident’s care.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• 2019/2020</li> </ul>

		<ul style="list-style-type: none"> <li>• Staff will liaise with other organizations or providers to support residents and their care providers during ethical matters.</li> <li>• Staff, residents, families and volunteers are provided our ethical framework. It can also be found on our website.</li> </ul>	<ul style="list-style-type: none"> <li>• As requested</li> <li>• 2019/2020</li> </ul>
Designing a physical environment that is conducive to the needs of older adults	2 star	<ul style="list-style-type: none"> <li>• An age friendly checklist will be created for use during the monthly health and safety check.</li> <li>• Prior to any purchase of furniture, capital assets, or renovations to spaces within the organization, these purchases will be assessed for compliance with senior friendly care.</li> </ul>	<ul style="list-style-type: none"> <li>• Q2 2019/20</li> <li>• Ongoing</li> </ul>